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10:39 AM -- 17 May 1985

Note To: William F. Donnelly

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From:

Subject: Software Store

Bill-

I have attached two papers, the first relating to the on-going effort to identify a standard NEWS line of software and the second being the initial draft of a plan to establish and operate a PC software store. (The resource requirements listed in the plan are zero-based as if Information Services Division did not exist. We are now factoring in existing resources to arrive at the net level of resources required.)

George

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Plan to Integrate Personal Computing
into the OIT Information Center

This paper is a follow-on to the proposal to integrate support for personal computing (PC) into the existing OIT Information Center. The proposal addresses the issues of the background and necessity for Agency PC support and describes major areas of PC support, giving resource estimate requirements for each. The purpose of this paper is to outline a plan of the activities and resources to accomplish the PC support objectives.

The PC support areas to be addressed are: (1) Providing PC software to customers, (2) Consulting and assistance support, (3) Training, and (4) Ongoing evaluation of new PC software of potential Agency-wide use.

Providing Software to Customers

This function will be provided through a software "library" and "store." Customers will be able to request PC software electronically or in person and receive OIT-supported software within a few days. Other PC software would require a longer period, but the PC store would ensure a quicker delivery than the current procurement process. In order to provide this service we must complete the following activities:

- A. Select an initial family of PC software which will be fully-supported by OIT
- B. Establish PC software purchase agreements with vendors
- C. Establish a stock management mechanism for the software
- D. Establish a PC software store

The activities required to accomplish these functions are:

A. PC Software Selection

- 1. Identity the initial family of PC software which will be fully-supported by OIT.

The ISD Special Projects Branch is currently engaged in the test and evaluation of PC software and will make its recommendations by 7 July 1985.

B. PC Software Procurement

- 1. Meet with vendors to negotiate for purchase of software through bulk purchases or site or manufacturing licenses and to negotiate favorable licensing agreements.
- 2. Establish purchase agreement contracts with vendors for standard software (large demand, OIT-supported)

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3. Establish purchase agreement contracts with vendors for non-standard or low demand software which is not fully supported by OIT.
3. Determine the volume of each software product required for the opening of the PC software store.
4. Identify the source of the "seed money" to fund the initial software stock
5. Purchase initial PC software stock.
6. Establish an Agency "charge-back" policy and procedures.

Resource Estimates

- (1) \$350,000 to fund the initial PC software stock

C. Establish PC software stock management mechanism

1. Identify, obtain, and furnish a location for PC software receiving, storage, shipping and other stock management activities
2. Establish software tracking and inventory control procedures
3. Establish reorder point levels for each standard PC software product. This is accomplished through close monitoring of purchase volume.
5. Design, develop, test, and document a software tracking data base to incorporate inventory control functions, software information, and software request and requestor information
6. Acquire personnel (stock clerks) to staff the stock management facility
7. Train stock management personnel in stock management procedures and to maintain a data base of inventory control functions.

Resource Estimates

- (1) 950 square feet of space in a location appropriate for receiving, storing, and shipping software. This space should be located in an out building warehouse environment.
- (2) 2 full-time personnel to perform stock management activities

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- (3) \$5,000 to equip warehouse facility with shelves and receiving and shipping equipment

D. Establish a PC store

1. Identify, obtain, and furnish a location for the store (Headquarters)
2. Acquire the personnel to staff the store
3. Train store staff personnel to do the following:
 - Assist customers in the selection of software
 - Assist customers in purchase of software
 - Maintain a data base of requests and follow up on status of requests
 - Maintain a record of owners of software products
 - Distribute new software releases to appropriate software owners
 - Administer the charge-back system for software payment
 - Ensure that products are reordered when inventory reaches the reorder point
4. Establish PC software store policy and procedures for the following:
 - PC software accountability
 - PC software registration procedures
 - PC software update distribution procedures
 - PC software copyright policies
 - Customer charge-back system
 - Customer request procedures
 - PC software loan procedures
5. Develop and publish a PC security policy
6. Develop and publish a policy statement for the PC software store
7. Publish a PC software store Headquarters Notice
8. Publish a catalog of standard OIT-supported PC software with the cost of each product
9. Develop an online request form (such as AIM model) for customer PC software requests

Resource Estimates

- (1) 1 full-time library manager
- (2) 2 full-time personnel to maintain a centralized database of software distribution and to administer the software

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ordering and charge-back system

- (3) 1 full-time manager to oversee the PC support activities and to plan for future activities
- (4) A minimum of 500 square feet of space which would be shared by the software store administrative personnel and the consultants

Consulting and Assistance Support

This function incorporates three areas of responsibility: general PC software consulting, hardware consultation, and a "disk doctor." The general consultant provides product demonstrations, selection assistance, and on-going trouble-shooting and consultation. The hardware consultant provides similar services for PC hardware. The "disk doctor" assists customers in recovering from disk failures, provides disk copying, removes copy protection, and similar disk-oriented activities within the bounds of licensing and legality. In order to provide this service we must complete the following activities.

- 1. Acquire personnel to provide PC consulting support
- 2. Purchase new workstations for the personnel involved in PC software consultation
- 3. Purchase PC software for personnel providing PC software consultation
- 4. Purchase specialized disk analysis and copying equipment
- 5. Train consultants in the use of PC software products enabling them to:
 - Provide trouble shooting and assistance
 - Provide product demonstrations
 - Assist in software selection
- 6. Publish PC software "tip sheets" and PC news articles in the Information Center Newsletter
- 7. Recommend training courses or self-study tutorials

Resource Estimates

- (1) 2 full-time PC software consultants
- (2) 1 full-time PC hardware consultant
- (3) 1 full-time disk analysis consultant
- (4) \$30,000 for specialized disk analysis and copying equipment

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- (5) \$80,000 for purchase of PC equipment and software to be used for display and demonstration purposes

PC Software Training Support

This function includes formal inhouse training, self-study courses, and external training courses. In order to provide this service we must complete the following activities:

1. Identify, obtain, and furnish a PC training facility
2. Purchase PC software to be used in training
3. Develop and conduct PC software courses in-house
4. Identify sources of external PC software training and contract to bring high-demand training inhouse
5. Identify and recommend computer-based PC software training and self-study courses

Resource Estimate

- (1) 2 full-time instructors
- (2) 300 square feet of space for a classroom
- (3) \$50,000 to furnish a classroom
- (4) \$25,000 for purchase of PC software self-study tutorials and aids

On-going PC Software Evaluation Support

There will be an ongoing requirement for the re-evaluation of the "supported" PC software products. It is anticipated that new products will be added to the list and some will be removed, based on the changing needs of Agency customers and the evolving PC software market. The following activities will be required to perform this function:

1. Acquire personnel to perform test and evaluation of PC software
2. Train personnel in the capabilities of the PC and in software evaluation and test methodology
3. Identify, obtain, and furnish a product test and evaluation center
4. Conduct software test and evaluation for the following:

High demand PC software not on the standard list to determine if it should be added to the list

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New PC software which shows potential for Agency use

PC software for customers with requirements for special purpose software

Low demand PC software on the standard list to determine if it should be dropped

Resource Estimate

- (1) 2 full-time personnel to provide PC software evaluation
- (2) 200 square feet of space for a test and evaluation center
- (3) \$30,000 to furnish the test and evaluation center
- (4) \$20,000 for purchase of PC equipment and software to be used for test and evaluation activities

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